

**Installation
Instructions**

hp StorageWorks System Software for Enterprise Virtual Arrays

Product Version: v3.020

Second Edition
July, 2004

Part Number: AV-RQRHF-TE



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About This Document

This document provides installation information for the HP System Software for HP StorageWorks Enterprise Virtual Array v3.020.

Complete instruction for installing the system software are included in the *Enterprise Virtual Array Updating Product Software Instructions*, which can be downloaded using the following steps:

1. Go to one of the following web sites:
<http://www.hp.com/go/eva3000>
<http://www.hp.com/go/eva5000>
2. Under **product information**, click **technical documentation**.
3. Click *Enterprise Virtual Array Updating Product Software Instructions*.
4. Follow the installation instructions in this document to install the System Software for Enterprise Virtual Array.

Introduction

Note

Before installing the HP System Software for HP StorageWorks Enterprise Virtual Array, ensure that you have the minimum version levels of HP OpenView Storage Management Appliance software and Command View EVA installed. Refer to the *Enterprise Virtual Array Updating Product Software Instructions* for information on required software versions.

The System Software for HP StorageWorks Enterprise Virtual Array is preinstalled on each new Enterprise Virtual Array. The system software includes Virtual Controller Software (VCS), Environmental Monitoring Unit (EMU) firmware, programmable component images, diagnostics, and message files.

The system software is included in the VCS Media Kit for Dual HSV100 (or 110) Controllers. If it should be necessary to reinstall the system software, HP recommends that you contact your HP authorized service representative prior to beginning the installation process.

Getting Help with Installation

An HP authorized service representative will assist you with the installation of the hardware and software components of the Enterprise Virtual Array. HP highly recommends that you do not attempt to install or set up the system without an HP authorized service representative.

In North America, call HP technical support at 1-800-354-9000. This service is available 24 hours a day, 7 days a week. For continuous quality improvement, calls may be recorded or monitored.

Outside North America, call HP technical support at the nearest location. Telephone numbers for worldwide technical support are listed on the HP website:

<http://www.hp.com/support>